

INTERNATIONAL BOUNDARY AND WATER COMMISSION  
UNITED STATES AND MEXICO  
UNITED STATES SECTION

*United States Section Directive*

Volume: II  
Chapter: 311  
Date:12/12/01

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SUBJECT : Government -Wide Commercial Credit Card

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TO : All Supervisors, USIBWC  
Presidents, AFGE Locals 3060 & 3309

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CONTROL: Acquisition Office, Headquarters (915) 832-4119

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**311.1 Requirement/Authority**

The Chief, Acquisition Office, has the responsibility for administering the International Boundary and Water Commission, United States and Mexico, United States Section's (USIBWC) acquisition program and for ensuring that purchases made by the USIBWC are in accordance with applicable laws and regulations. The authorities governing the purchase of supplies and services for official Government use are:

48 CFR, Chapter 1, Federal Acquisition Regulation

5 CFR 2635, Standards and Ethical Conduct for Employees of the Executive Branch

41 USC 423, Office of Federal Procurement Policy Act, as amended

### **311.2 Purpose**

The goal of the credit card program is to reduce administrative costs and to reduce procurement lead times. The purpose of this directive is to transmit and implement the Government-Wide Commercial Credit Card Handbook (handbook). The handbook provides specific guidance regarding the use of the purchase card for acquiring supplies and/or services in a manner consistent with the stated goal.

### **311.3 Responsibilities**

a. The Commissioner, USIBWC, has overall authority and responsibility for contracting for authorized supplies and services. He has the authority to establish contracting activities and to delegate broad authority to manage such contracting activities.

b. Executive Engineer, is responsible for oversight of the USIBWC administrative functions including systems for internal controls, procurement, and property records.

c. Chief, Acquisition Office, has been delegated the authority for managing the USIBWC's contracting activity and for monitoring adherence to the provisions of this directive and handbook.

d. Managers and Supervisors are responsible for ensuring that the cardholders under their supervision are thoroughly familiar with the requirements of this directive and handbook and observe the provisions of this directive and handbook.

e. Cardholders are responsible for performing all necessary actions for purchasing supplies and services, ensuring compliance with the provisions of this directive and handbook, while safeguarding the interests of the USIBWC in its contractual relationships.

### **311.4 Supersession**

This directive and handbook supercede the document entitled "Government-Wide Commercial Credit Card Procedures" dated July 1997.

### **311.5 Effective Date**

This directive shall become effective upon issuance.

FOR THE COMMISSIONER

## Appendix A

### CARDHOLDER ACKNOWLEDGMENT OF RESPONSIBILITIES

I, the undersigned, accept full responsibility for proper use of the I.M.P.A.C. as described below. I understand that my responsibilities are as follows:

- , Use only for official and necessary Government purchases.
- , Make all purchases in accordance with FAR and agency policies and procedures, including the use of required sources and determination of price reasonableness.
- , Make purchases within authorized spending limits and fund availability
- , Obtain cost center manager approval prior to making any purchase
- , Inform the merchant that the purchase is tax exempt.
- , Maintain required documentation for all purchases.
- , Reconcile and submit the Statement of Account and supporting documentation to the AO and the DBO within the required time frames
- , Ensure that accountable property purchased is reported to the USIBWC Property Officer.
- , Safeguard the card at all times. The I.M.P.A.C. will not be loaned, nor will the card number be given to any other person.
- , Report lost or stolen cards immediately.
- , Follow the standards of conduct applicable to all USIBWC employees.

In addition, I understand that intentional use of the I.M.P.A.C. for other than authorized purchases will result in immediate cancellation of the card. I understand that I will be personally liable to the USIBWC for the amount of any unauthorized purchase.

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Signature of Cardholder

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Date

# *United States Section Handbook*

**Volume: II**  
**Chapter: 311**  
**Handbook: H 311**  
**Date:**

## **Acquisition Office Government-Wide Commercial Credit Card Handbook**

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### **H 311.1 Requirement and Reference**

This handbook is issued to set forth the International Boundary and Water Commission, United States and Mexico, United States Section's (USIBWC) policies and procedures for use of the Government-Wide Commercial Credit Card, hereinafter called "I.M.P.A.C." in accordance with the Federal Acquisition Regulation (FAR) and other applicable laws and regulations.

### **H 311.2 Purpose**

The purpose of this handbook is to provide USIBWC Cardholders and Approving Officials with guidance required to ensure that I.M.P.A.C. purchases are within the legal requirements, and that the goal of making this a simplified purchasing method are achieved.

### **H 311.3 Control**

The control for this handbook is the Executive Engineer. All questions regarding these requirements should be addressed to this office.

### **H 311.4 Supersession**

This handbook cancels and supersedes the "Government-Wide Commercial Credit Card Procedure" dated July 1997.

### **H 311.5 Effective Date**

The provisions of this handbook are effective on the date of issuance.

### **H 311.6 General**

**H 311.6.1** The General Services Administration (GSA) is responsible for awarding Federal Supply Schedule (FSS) contracts to issuers of cards to be used for the I.M.P.A.C. program. The firms awarded these contracts issue I.M.P.A.C. to designated Government employees.

**H 311.6.2** The I.M.P.A.C. is a credit card, similar in appearance to your own personal credit card, which authorizes Cardholders to buy supplies and services under an established delegation of authority. The card is specifically designed showing the United States of America seal and the words “For Official US Government Purchases Only” imprinted on it to avoid being mistaken for a personal credit card. The card is also imprinted with “US Government Tax Exempt”. The objectives in using the I.M.P.A.C. are to reduce procurement and related payment paperwork by reducing the number and dollar amounts of imprest funds and purchase orders and to reduce administrative processing costs and lead times.

**H 311.6.3** The policy of the USIBWC is to use the I.M.P.A.C. for telephone and over-the-counter purchases to the maximum extent practicable for purchases under \$2,500.00 (micro-purchases).

**H 311.6.4** Without exception, the I.M.P.A.C. may be used to pay only for authorized U.S. Government purchases and may only be used by the designated Cardholder.

## **H 311.7 Definitions**

**H 311.7.1 Agency Program Coordinator (APC).** The APC serves as the focal point for coordination of the applications, issuance and destruction of cards, establishment of reports, and administrative training. This individual also serves as the liaison between the USIBWC, the Bank, and GSA Contracting Officer. The APC oversees the I.M.P.A.C. program and recommends guidelines. Changes to dollar limitations or authorized merchant codes must be submitted to the Bank by the APC.

**H 311.7.2 Approving Official (AO).** The AO is normally the Cardholder’s immediate supervisor or a higher level official. For internal controls purposes, a Cardholder cannot be his/her own AO nor can a Cardholder be an AO for his/her supervisor. The AO is responsible for reviewing the Cardholder’s monthly statement of account to ensure that all purchases made with the I.M.P.A.C. are fully accounted. The AO shall enforce the provisions of this handbook and recommend administrative procedures for misuse of the card in accordance with these procedures.

**H 311.7.3 Bank.** The GSA certified Contractor with whom the USIBWC has entered into a contractual agreement to provide I.M.P.A.C. services. The Bank maintains all I.M.P.A.C. accounts, issues cards to Cardholders, sends monthly statements of account to Cardholders, and provides various reports to the APC.

**H 311.7.4 Cardholder.** The Cardholder is the individual to whom a card is issued. The card bears this individual’s name. The Cardholder is responsible for all purchases made with the card.

**H 311.7.5 Delegation of Authority.** Cardholders will be designated in writing by the USIBWC Commissioner’s designee, the Executive Engineer. The letter of delegation will specify the authority being delegated and any limitations on that authority.

**H 311.7.6 Designated Billing Office (DBO).** The USIBWC Finance and Accounting Office is the DBO and will receive the official invoice from the Bank. The DBO is responsible for payment of the official invoice.

**H.311.7.7 Disputes Office Contact.** This individual in the Acquisition Office will coordinate, process, and monitor all disputed purchases, credits, and/or billing errors.

**H 311.7.8 Federal Acquisition Regulation (FAR).** The FAR establishes uniform policies and procedures for acquisition by all executive agencies of the Federal government. The FAR is located in Title 48, Chapter 1, of the Code of Federal Regulations (CFR).

**H 311.7.9 I.M.P.A.C.** An acronym that stands for “International Merchant Purchase Authorization Card”.

**H 311.7.10 Micro-purchase:** An acquisition of supplies and/or services, the aggregate amount of which does not exceed \$2,500, except in the case of construction, the limit is \$2,000.

**H 311.7.11 Monthly Purchase Limit (MPL).** The maximum total dollar amount a Cardholder is authorized to procure each month. This amount is as determined by the supervisor of the Cardholder with approval of the executive Engineer. This dollar amount may not be exceeded but may be adjusted as required and requested.

**H 311.7.12 Oral Purchase Procedures.** “Oral purchase procedure”, as used in this handbook, means a procedure wherein a purchase is accomplished through an oral agreement made in person or by telephone. No written purchase order or contract is issued by the Government. The supplies or services are provided by the vendor and payment is made using the I.M.P.A.C.

**H 311.7.13 Personal Property.** Any property, except real property, of the Federal Government.

**H 311.7.14 Single Purchase Limit (SPL).** The maximum dollar amount a Cardholder is authorized for a single transaction. This amount is as determined by the supervisor of the Cardholder with approval of the executive Engineer. This dollar amount may not be exceeded but may be adjusted as required and requested.

**H 311.7.15 Statement of Account.** The Statement of Account is a monthly listing of all purchases and credits made by the Cardholder and billed by the merchant to the Bank. The activities shown on the Statement should be as entered in the monthly log maintained by the Cardholder of all activities.

**H 311.7.16 Warranted Contracting Officer.** The contracting authority delegated to an employee of the Acquisition Office by the USIBWC Commissioner’s designee, the Executive Engineer. The warrant, SF 1402, states the level of contracting authority delegated to an individual, including any limitations on that authority.

## **H 311.8 Setting Up and Changing the I.M.P.A.C. Account**

**H 311.8.1** Request for an I.M.P.A.C. shall be submitted, in writing, to the Executive Engineer by the Approving Official having a need. The request shall include the following information:

1. Full name of the intended Cardholder;
2. Proposed single purchase limit for the Cardholder (up to \$2,500);
3. Proposed monthly purchase limit for the cost center;
4. General description of the supplies/services to be purchased by the Cardholder;
5. Justification of the organization's need for the I.M.P.A.C.; and
6. Cost Center to be charged.

**H 311.8.2** Card Disposition. Upon approval of the request, it will be forwarded to the APC who will complete the necessary account set-up forms and forward them to the Bank. The Bank will be instructed to mail the card to the APC. As the card is ordered, the Cardholder's Approving Official will be contacted by the APC to schedule training for the intended Cardholder. The card will be given to the Cardholder upon completion of the required training.

**H 311.8.3** Changes to the Cardholder information (including name, address, SPL, or MPL) can be processed by submission of a written request for change by the Cardholder's Approving Official to the APC through the Executive Engineer.

**H 311.8.4** Separation of Cardholder. Upon separation of a Cardholder from the USIBWC, the Cardholder must surrender the card to the APC. The APC will request that the Bank cancel the account.

**H 311.8.5** Transfer of Cardholder to Another USIBWC Office. If a Cardholder is transferred to another office within the USIBWC, the Cardholder's account may be transferred to a new Approving Official at the end of the current billing cycle if requested in writing by the AO of the office to which the employee is transferring.

**H 311.8.6** Lost or Stolen Cards. Report lost or stolen cards immediately to the Bank and the APC. The following procedures are to be followed for lost or stolen cards.

**H 311.8.6.1** Telephone Notification. If the card is lost or stolen, the Cardholder shall immediately notify the Bank. The Bank number is printed on the back of the I.M.P.A.C. and in the Cardholder Guide that was issued with the I.M.P.A.C. Bank staff are available 24 hours a day, 7 days a week.

The Cardholder shall also verbally notify the AO and the APC of the lost or stolen card within one (1) working day after discovering the card missing.

**H 311.8.6.2 Written Notification.** The Cardholder shall submit a written report to the AO and the APC within three (3) working days. The report should include:

1. Card number;
2. Cardholder's complete name;
3. Date and possible location of the loss;
4. Date and time the Bank was notified;
5. Itemization of any purchase (s) made on the day the card was lost/stolen; and
6. Any other pertinent information

**H 311.8.7 Card Replacement.** A new account number will be assigned and a new card mailed within five (5) working days of reported loss or theft. A card that is subsequently found by the Cardholder after being reported lost or stolen should be cut in half and submitted to the APC. The APC will notify the Bank that the card has been destroyed. If a Cardholder or an office exhibits a pattern of I.M.P.A.C. loss, a determination may be made by the Executive Engineer to issue no replacement cards to that Cardholder or office.

## **H 311.9 Training Requirements**

In order to receive a purchase card with micro-purchase authority, intended Cardholders must receive training in micro-purchase regulations and on the policies and procedures in this handbook. The training will be conducted at USIBWC Headquarters in El Paso by contracting or purchasing personnel in the Acquisition Office and the card will be conferred upon completion.

In addition, all Approving Officials shall read and maintain familiarity with the requirements of this handbook and FAR Parts 8, Required Sources of Supplies and Services, and 13, Simplified Acquisition Procedures at all times.

## **H 311.10 Cardholder Responsibilities**

**H 311.10.1 Sole User.** The I.M.P.A.C. card that the Cardholder receives has his/her name embossed on it and may be used only by that Cardholder. It is the Cardholder's responsibility to safeguard the credit card and account number at all times.



**H 311.10.2 Acquisition Procedures.** Procurement laws, regulations, and procedures place upon the Cardholder direct responsibility for the proper and lawful execution of procurement actions. No procurement official or employee of the Government has authority to issue instructions or approve a procedure that is in direct contravention with the law, regulation, or decisions of the Comptroller General and the Courts. Any act exceeding the Cardholder's authority is no longer an act of the Government but becomes a personal responsibility. This responsibility may include personal financial liability.

**H 311.10.3 Standards of Conduct.** Individuals delegated procurement authority are procurement officials and as such hold a public trust; their conduct must meet the highest ethical standards. Any conflict of interest or appearance thereof, between Government responsibilities and personal lives, must be avoided. For example, Government employees cannot accept anything of value for or because of any official act that has been or will be performed. This includes personal gifts and gifts to the USIBWC. Cardholders and Approving Officials acknowledge that making false statements may provide for removal of the employee from Federal service (see USIBWC Directive Vol. 1, Chapter 665, entitled "Employee Conduct, Discipline and Adverse Actions"). More severe punishments for violations include fine, imprisonment, or both, as stated in Section 1001, Title 18 United States Code.

**H 311.10.4 Purchase Limits**

Use of the credit card by a Cardholder is subject to a single purchase limit, a monthly purchase limit, and a monthly office limit and fund availability.. The Cardholder will be advised of these limits, generally as requested by the Cardholder's Approving Officer, by the APC when the card is given to him/her. A description of these dollar limits is shown in the Definitions above. The total of a single purchase (including shipping and handling costs) may be comprised of multiple items but cannot exceed the authorized SPL. If the purchase price includes shipping and handling costs, a firm amount for said costs must be included in the purchase; estimates for these costs are not allowable. If a Cardholder attempts to make a purchase that exceeds his/her SPL, the purchase card will automatically be rejected when the vendor attempts to process the charge. Purchases shall not be split in order to stay within the SPL. When issuing an I.M.P.A.C. to a Cardholder, authorization codes will be established by the Chief, Acquisition Office and incorporated into the card magnetic strip. When authorization is sought for a purchase by the merchant, the Bank authorization system will check each individual Cardholder's SPL, MPL, and the AO's MOL, and the type of merchant where the Cardholder is making a purchase before authorization for that transaction will be granted. If the purchase limits are exceeded or purchase is attempted for a code that is not authorized, the card will be rejected and the purchase cannot be made with the card.

**H 311.10.5 Specific Cardholder Responsibilities**

1. Use the I.M.P.A.C. only for official and necessary Government purchases;
2. Ensure that required cost center manager approval has been obtained prior to making any purchase;

3. Inform merchants that the purchase is tax exempt (the USIBWC does not have a tax exempt number; however, the tax ID number for the USIBWC is 741-10-9987);
4. Maintain required documentation for all purchases in accordance with Documentation, Reconciliation, and Payment Procedures, below;
5. Ensure that personal property purchased is reported to the USIBWC Property Officer in accordance with the USIBWC Property Management Procedures Manual (Volume II, Chapter 601);
6. Sign the “Cardholder Acknowledgment of Responsibilities” (Appendix A) when they are issued their I.M.P.A.C.;
7. Assure that all items purchased over the counter or by telephone are immediately available (back ordering is not allowed); and
8. Assure that all items purchased are delivered by the merchant within the 30-day billing cycle (The order should not be placed without this assurance.).

**H 311.10.6 Unauthorized Use of the Card.** The card **may not** be used for the following:

1. Cash advances (not permitted under any circumstances);
2. Rental or lease of land or buildings;
3. Purchases of telecommunications (telephone) services or telephone calls;
4. Construction services;
5. Airline, car rental, or other travel related costs;
6. Meals, drinks, lodging, or other travel/subsistence costs;
7. Gasoline, oil, or repair of interagency fleet vehicles from GSA (Such items may be purchased for USIBWC-owned vehicles);
8. Memberships in organizations (memberships must be processed by the Acquisition Office);
9. Professional licenses;
10. Copy machines;

11. Advance payment to merchants (except for subscriptions, registration fees, or training fees);
12. Business Cards (business cards will be purchased by the Acquisition Office);
13. Personal services (A personal service is one in which an employer-employee relationship occurs such as when there is Government supervision of a contractor employee);
14. Any other purchase expressly prohibited by Federal appropriation law; and
15. Recurring monthly maintenance, lease, or service requirements (Acquisition Office will continue to process these orders).

#### **H 311.10.7 Card Security**

It is the Cardholder's responsibility to safeguard the credit card and account number at all times. A violation of this trust will require that the card be withdrawn from the Cardholder. Those Cardholders who have convenience checks will be accountable for the checks in their possession as well. Credit card receipts shall also be strictly safeguarded since the credit card number is printed on them.

#### **H 311.10.8 Financial Liability for Use of the I.M.P.A.C.**

The USIBWC will be liable for use of the I.M.P.A.C. by delegated Cardholders only. The USIBWC will not be liable for any unauthorized use. Unauthorized use shall have the meaning as set forth in footnote 22, Section 226.12, Title 12 Code of Federal Regulations. "Unauthorized use" means the use of a credit card by [any] person, [including] the Cardholder who does not have actual, implied or apparent authority for such use and from which the [Government] received no benefit". A Cardholder who makes unauthorized purchases or carelessly uses the card may be liable to the USIBWC for the total dollar amount of unauthorized purchases made in connection with the misuse or negligence. "Unauthorized purchase" means one that is not made in accordance with law and regulation and agency policies and procedures.

#### **H 311. 11 Acquisition Procedures When Using the I.M.P.A.C.**

**H 311.11.1 Identify the purchase.** Prepare and obtain all required signatures on IBWC-41 (Appendix B) to ensure that funds are available to pay for the items being purchased. If your purchase is for computer hardware and/or software, the IBWC-41 must be sent to the Information Management Office prior to purchase.

**H 311.11.2 Determine if the supply/service is available from a required source as set forth in FAR Part 8. The use of the I.M.P.A.C. does not waive the requirement for purchasing from required sources of supply/service.** The required sources of supply, in descending order of priority, are:

1. Agency inventories;

2. Excess from other agencies;
3. Federal Prison Industries;
4. Products available from Committee for Purchase From People Who Are Blind or Severely Disabled;
5. Wholesale supply sources such as stock programs of the General Services Administration (GSA), the Defense Logistics Agency, the Department of Veterans Affairs, and military inventory control points;
6. Mandatory Federal Supply Schedules;
7. Optional Federal Supply Schedules; and
8. Commercial sources.

Any questions regarding the use of required sources should be directed to contracting personnel in the Acquisition Office.

**H 311.11.3** Determine if the purchase amount is within the delegated purchase limits. Obtain a price quotation from the vendor. Micro-purchases may be purchased from either large or small business concerns; however, purchases should be distributed equitably among qualified suppliers. It is the policy of the Federal government to increase opportunities for small, small women-owned, and small-disadvantaged business concerns. Cardholders are, therefore, encouraged to purchase from these sources whenever possible.

Pricing may be obtained from only one vendor **if** the Cardholder can document that the price is reasonable. IBWC-126 (Reasonableness of Price), included in Appendix C, shall be completed for each purchase to document price reasonableness. A stamp containing the same information as IBWC-126 may be used in lieu of the printed form. The stamped image shall be placed on the face of the Requisition and shall be initialed by the Cardholder. A sample of the stamps is included in Appendix D of this handbook.

**H 311.11.4** Ensure delivery within stated requirements. All items must be available immediately, will not be back ordered, and will be delivered within the 30-day billing cycle. Ensure a single invoice will be processed. The vendor must agree to process the charge to the I.M.P.A.C. **at the time of shipment only** and not prior to shipment.

**H 311.11.5** Taxes and Bank Fees. Ensure the vendor agrees to omit state and local taxes as well as any fees paid to the Bank.

**H 311.11.6** Over-the-counter purchases. Verify that the dollar amount on the charge slip is correct

and that no sales tax has been included. Obtain the customer copy of the vendor charge slip itemizing the purchase. This document is necessary for reconciling the monthly Statement of Account.

**H 311.11.7 Telephone orders.** When purchasing over the telephone, the shipping document will serve as the documentation required for the Cardholder's monthly statement reconciliation. The shipping document should be annotated with the Requisition number and marked "Credit Card Purchase". The shipping document shall not show the Cardholder's I.M.P.A.C. number. The Cardholder should have the vendor immediately telefax him/her a copy of the order. The Cardholder will then be able to verify the description, part number, price, and ensure that taxes have not been included in the price.

### **H 311.12 Documentation, Reconciliation and Payment Procedures**

**H 311.12.1 General Requirements for Documentation.** Any time a purchase is made using the I.M.P.A.C., whether it is done over the counter or by telephone, a document must be retained as proof of purchase. These documents will later be used to verify the purchases shown on the Cardholder monthly statement. Documentation for over-the-counter purchases shall be the customer copy of the charge slip (destroy all carbon copies). Documentation for telephone purchases shall be the shipping document(s).

**H 311.12.2 Cardholder I.M.P.A.C. Log.** All I.M.P.A.C. purchases shall be recorded on IBWC Form 141 (Cardholder I.M.P.A.C. Log) immediately upon completion of purchase. A copy of the log is included at Appendix D of this handbook. Attach to the log a copy of all purchases, credits, and other transaction data that has been made within the 30-day billing cycle.

**H 311.12.3 Contractor Reports.** The Bank will provide and distribute three monthly documents within ten (10) working days after the end of the 30-day billing cycle. It is the responsibility of the recipient of each report to contact the Bank if they do not receive their report within the stated ten (10) days. The APC should also be notified of problems encountered in receiving the reports.

**H 311.12.4 Reconciliation.** The Cardholder shall maintain the I.M.P.A.C. Log complete with all supporting documentation on a daily basis. The following supporting documentation must be attached to each log:

1. Copy of the completed IBWC-141 for that billing cycle (If you have a computer, please forward an electronic copy of the log to the DBO when you submit the statement, if you unable to send your log electronically to the DBO, attach a summary sheet to your log that consolidates the charges by cost code and object class.);
2. Copy of the Requisition (IBWC-41) for each purchase;
3. Copy of the receiving document for each purchase (Field office Cardholders submit the charge

slip signed when the item purchased over the counter, the packing slip for mailed deliveries, or a form similar to IBWC-224 (Credit Card Receiving Report), included in Appendix E, and Headquarters Cardholders use IBWC-224 immediately upon placing the credit card order.); and

4. Copy of the Cardholder Statement of Questioned Item, if applicable.

The original of the above items shall be retained by the Cardholder along with the IBWC-126.

It is critical that the Cardholder check each purchase on the statement to verify accuracy. If an item has been returned and the credit voucher received, the Cardholder will verify that the credit is reflected on the statement. If purchased items and credits are not on the monthly statement, the transaction documentation will be retained by the Cardholder until the purchase or credit appears on the statement in subsequent billing cycles. If the purchase or credit does not appear on the next monthly statement, the Cardholder shall immediately contact the vendor to resolve the problem.

In the rare instance where the Cardholder does not have documentation of the transaction to send with the statement, he/she must attach an explanation that includes a description of the item, date of purchase, merchant's name and why there is no supporting documentation.

**H 311.12.5 Schedule for Reconciliation of Statement.** The payment of the agency invoice is subject to the provisions of the Prompt Payment Act and must therefore be processed expeditiously. If payment is not made in accordance with the Prompt Payment Act, the USIBWC is required to pay interest penalties and is subject to suspension actions. To ensure prompt payment of the official invoice the Cardholder statement must be reconciled and signed by the Cardholder and Approving Officer and forwarded to the DBO within ten (10) working days of receipt by the Cardholder. **Failure to do so may result in suspension or revocation of the I.M.P.A.C.**

#### **H 311.112.6 Billing Errors and Disputes**

**H 311.112.6.1 Statement of Questioned Items.** If a Cardholder receives a statement that lists a transaction for merchandise that has not been received or a transaction which includes an unauthorized charge, the Cardholder must contact the vendor to resolve the issue. He/she must complete the Cardholder Statement of Questioned Item form and telefax it to the Bank. The Bank will credit the transaction until the dispute is resolved. In addition, a copy of the form must be attached to the Cardholder's monthly statement and sent to the DBO. The Cardholder is responsible for telefaxing the Cardholder Statement of Questioned Item to the Bank. The Cardholder Statement of Questioned Item form is available from the APC.

**H 311.112.6.2 Defective Items.** If items purchased with the card are found to be defective, the Cardholder has the responsibility for obtaining replacement or correction of the item immediately. If the merchant refuses to replace or correct the faulty item, the purchase of the item will be considered to be in dispute. Items in dispute are handled in the same manner as outlined above.

**H 311.112.6.3 Undelivered items.** The Cardholder shall not approve payment for any item that has

not been received or is defective. All such items shall be disputed.

#### **H 311.12.7 Retention of Records**

Documentation supporting Cardholder micro-purchases shall be retained for three (3) years after final payment. At that time records should be destroyed by shredding or burning. They must not be merely thrown in the trash because they contain credit card numbers. Documentation for purchases over the micro-purchase threshold shall be retained and disposed in accordance with USIBWC directive on files maintenance and records disposition.

#### **H 311.13 Convenience Checks**

Convenience checks may be issued to authorized Cardholders. The Executive Engineer will determine to whom checks will be issued. The checks are subject to the same rules and regulations that govern the purchase card. The checks are written against your purchase card account and reconciled in the monthly Statement of Account. There is a processing charge levied against each check and problems cannot be disputed with the Bank; all problems must be resolved between the Cardholder and the vendor. Checks are to be used **only** when a vendor does not accept the purchase card.